

**Private and Confidential**

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# Improving Practice Questionnaire Report

Crofton & Sharlston Medical Practice

February 2014



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19 February 2014

Dear Mrs Batty

This report outlines your patient feedback from the Improving Practice Questionnaire (IPQ). Of a total of 261 patients who responded to this survey, 254 filled out a paper questionnaire and 7 completed a questionnaire online. Your results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation and statistical methods have been provided to help you in the interpretation and understanding of your results. You will also receive an A4 poster summarising your results and a certificate of completion which you may like to display to patients to indicate that you value their views in order to inform positive change within your practice.

If you are carrying out this survey in order to help meet the requirements of the patient participation directed enhanced service (DES) for GMS contract, a guidance template for discussion of these local survey findings and an action plan have been included which may help facilitate discussions with your patient reference group (PRG).

The format of this report has been updated, which we hope will provide you with a clearer picture of performance.

We hope these results give you useful feedback as to how patients rated the practice and its service, and provide you with a basis for reflection. In order to enable us to improve our services we would be grateful if you could complete a feedback form using the following link:

<http://www.cfepsurveys.co.uk/questionnaires/feedback/default.aspx?psid=167661>

Please contact the office on 0845 5197493 or [reports@cfepsurveys.co.uk](mailto:reports@cfepsurveys.co.uk) if you require further information about your report.

Yours sincerely



Helen Powell  
Survey Manager

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## Introduction

### About the IPQ

The IPQ is a well-established questionnaire widely used in the UK.

Since 2004, over 3,000,000 patients have completed an IPQ providing valuable patient feedback to over 4,000 practices and over 16,000 health practitioners, many of these practices and health practitioners having completed the survey on more than one occasion.

Extensive published validation studies have established that the IPQ is a reliable and sensitive tool: accurately measuring patient satisfaction in designated areas and is sensitive to change - if the IPQ is carried out on more than one occasion any change in patient perception of service can be clearly and reliably monitored.

This report outlines the feedback that has been collected and analysed from a sample of your patients. Full explanation on how to interpret this information can be found in the report. We hope that this feedback is useful and a basis for reflection.

A sample of the IPQ questionnaire is included at the end of this report for reference.

### About the benchmarks

Benchmarks are a useful guide as to how your practice performed in relation to all the practices who have carried out an IPQ survey. Benchmark data provided relates to either all practices or according to practice list size (the practice list size benchmarks displayed in this report are representative of your practice), as we have established this plays a part in scores achieved. However, it should be noted that other factors such as geographical location and clinical setting may also affect scores and benchmarks may not always be truly representative. Furthermore as it is not mandatory for a practice to carry out an IPQ survey, benchmarks provided are effectively based on data collected from a *volunteer* sample. Volunteer samples often perform better than an 'average' sample which could make the benchmarks provided artificially high.

### Your feedback

From the report you will be able to clearly pinpoint areas where you scored well and also those areas where you might feel that improvements may be needed. However, it is advisable to take time to assimilate all the feedback and to avoid scanning the report and noting specific scores on which too much emphasis can be placed. In fact, the clearest reflection of patient satisfaction can often be seen in the frequency and distribution of patient ratings and in their written comments.

A page by page guide to the interpretation of your report has been incorporated in the supporting documentation at the end of this report which you may find useful.

### Other useful information

Together with your report you will receive:

- An A4 poster: to enable you to share the results of your local survey with the patients in your practice.
- A 'Guidance template for discussion of local findings and action plan': completion of which may help you meet the requirements of the patient participation directed enhanced services (DES) for GMS contract, if required.

Your patient feedback

## Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	4	31	87	96	43	0
Q2 Telephone access	36	48	83	75	17	2
Q3 Appointment satisfaction	2	23	82	105	45	4
Q4 See practitioner within 48hrs	11	24	76	102	42	6
Q5 See practitioner of choice	21	46	86	70	25	13
Q6 Speak to practitioner on phone	19	31	66	75	25	45
Q7 Comfort of waiting room	6	32	122	71	26	4
Q8 Waiting time	12	59	89	67	18	16
Q9 Satisfaction with visit	2	10	72	97	76	4
Q10 Warmth of greeting	1	6	80	95	74	5
Q11 Ability to listen	3	11	73	95	76	3
Q12 Explanations	3	8	72	92	80	6
Q13 Reassurance	5	9	80	89	69	9
Q14 Confidence in ability	3	11	68	92	79	8
Q15 Express concerns/fears	4	10	73	95	68	11
Q16 Respect shown	1	7	66	100	80	7
Q17 Time for visit	2	15	70	95	72	7
Q18 Consideration	2	12	82	84	66	15
Q19 Concern for patient	2	6	82	85	70	16
Q20 Self care	3	9	86	85	58	20
Q21 Recommendation	2	8	74	83	73	21
Q22 Reception staff	1	9	66	107	71	7
Q23 Respect for privacy/confidentiality	4	8	81	89	69	10
Q24 Information of services	3	17	75	95	50	21
Q25 Complaints/compliments	4	23	88	88	25	33
Q26 Illness prevention	4	19	93	88	33	24
Q27 Reminder systems	10	15	94	81	37	24
Q28 Second opinion / comp medicine	1	15	88	69	33	55

Blank/spoilt responses are not included in the analysis (see score explanation)

## Your patient feedback

Table 2: Your mean percentage scores and benchmarks from all participating practices

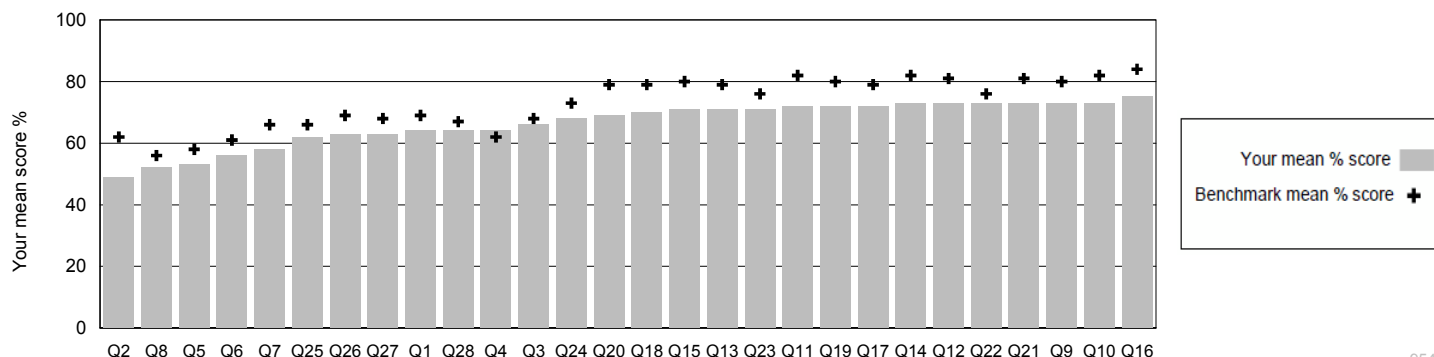
	Your mean score (%)	Benchmark data (%)*					
		National mean score (%)	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	64	69	23	64	68	73	92
Q2 Telephone access	49	62	13	53	63	71	92
Q3 Appointment satisfaction	66	68	23	63	68	74	92
Q4 See practitioner within 48hrs	64	62	18	54	62	70	96
Q5 See practitioner of choice	53	58	22	48	57	65	95
Q6 Speak to practitioner on phone	56	61	25	54	61	67	92
Q7 Comfort of waiting room	58	66	27	60	66	71	90
Q8 Waiting time	52	56	25	50	56	62	90
<b>About the practitioner</b>							
Q9 Satisfaction with visit	73	80	41	76	81	85	97
Q10 Warmth of greeting	73	82	45	78	82	86	96
Q11 Ability to listen	72	82	46	78	83	87	97
Q12 Explanations	73	81	42	77	81	85	97
Q13 Reassurance	71	79	41	75	80	84	98
Q14 Confidence in ability	73	82	43	79	83	87	99
Q15 Express concerns/fears	71	80	45	76	81	85	96
Q16 Respect shown	75	84	49	80	85	88	98
Q17 Time for visit	72	79	38	75	80	84	96
Q18 Consideration	70	79	41	75	79	83	98
Q19 Concern for patient	72	80	43	76	80	84	97
Q20 Self care	69	79	38	75	79	83	97
Q21 Recommendation	73	81	41	78	82	86	99
<b>About the staff</b>							
Q22 Reception staff	73	76	29	72	77	81	96
Q23 Respect for privacy/confidentiality	71	76	43	72	76	80	96
Q24 Information of services	68	73	29	68	73	77	96
<b>Finally</b>							
Q25 Complaints/compliments	62	66	31	62	66	70	96
Q26 Illness prevention	63	69	34	64	68	72	96
Q27 Reminder systems	63	68	27	63	68	72	96
Q28 Second opinion / comp medicine	64	67	30	62	67	71	96
Overall score	67	73	35	69	73	77	95

Your mean score for this question falls in the highest 25% of all means  
 Your mean score for this question falls in the middle 50% of all means  
 Your mean score for this question falls in the lowest 25% of all means

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\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per question is achieved (see table 1). In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



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Your patient feedback

Table 3: Mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Your mean score (%)	Benchmark data (%)*					
		National mean score	Min	Lower quartile	Median	Upper quartile	Max
<b>About the practice</b>							
Q1 Opening hours satisfaction	64	67	23	64	68	71	88
Q2 Telephone access	49	56	13	47	58	65	78
Q3 Appointment satisfaction	66	65	23	62	65	69	85
Q4 See practitioner within 48hrs	64	57	18	52	58	64	83
Q5 See practitioner of choice	53	49	22	44	48	55	84
Q6 Speak to practitioner on phone	56	57	25	52	57	63	85
Q7 Comfort of waiting room	58	64	27	60	65	69	86
Q8 Waiting time	52	54	26	49	54	59	83
<b>About the practitioner</b>							
Q9 Satisfaction with visit	73	80	41	76	81	84	91
Q10 Warmth of greeting	73	82	45	78	83	85	93
Q11 Ability to listen	72	82	46	79	83	87	94
Q12 Explanations	73	81	42	77	81	85	92
Q13 Reassurance	71	80	41	76	80	84	91
Q14 Confidence in ability	73	82	43	79	83	86	92
Q15 Express concerns/fears	71	80	45	77	81	84	91
Q16 Respect shown	75	84	56	81	85	88	93
Q17 Time for visit	72	79	38	75	80	83	91
Q18 Consideration	70	79	46	75	79	83	89
Q19 Concern for patient	72	80	46	76	80	84	90
Q20 Self care	69	78	38	75	79	83	89
Q21 Recommendation	73	81	41	78	82	86	91
<b>About the staff</b>							
Q22 Reception staff	73	74	39	71	74	78	90
Q23 Respect for privacy/confidentiality	71	73	43	70	73	76	90
Q24 Information of services	68	70	31	67	70	73	88
<b>Finally</b>							
Q25 Complaints/compliments	62	63	31	60	64	66	86
Q26 Illness prevention	63	66	34	63	66	69	86
Q27 Reminder systems	63	65	27	62	65	68	86
Q28 Second opinion / comp medicine	64	64	30	61	64	68	87
Overall score	67	71	35	68	72	75	87

Your mean score for this question falls in the highest 25% of all means  
 Your mean score for this question falls in the middle 50% of all means  
 Your mean score for this question falls in the lowest 25% of all means

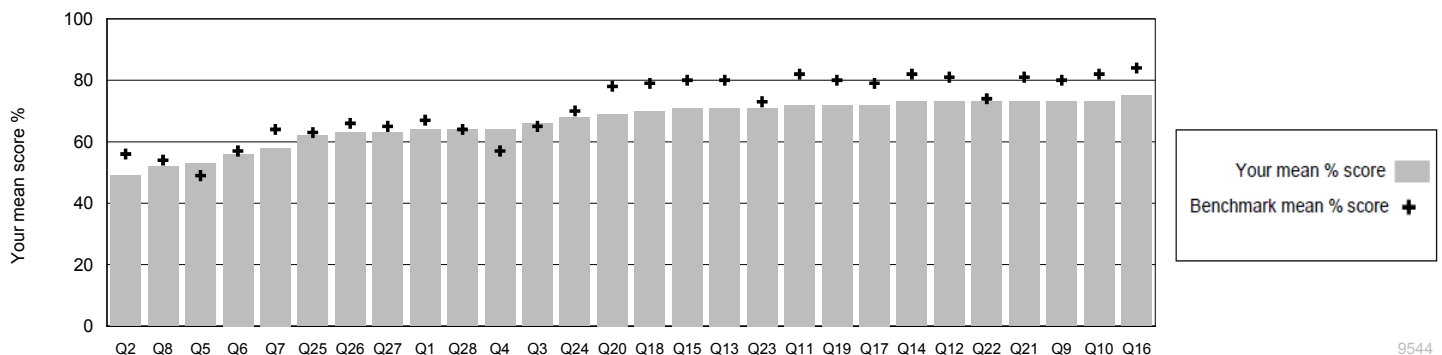
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\*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses.

Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient responses per question is achieved. In the event that there are less than 5 patient responses for any question, this score will not be illustrated.

See the supporting documents at the end of this report for percentage score calculation and quartile information.

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores by list size (10001-12000 patients)



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## Your patient feedback

Table 4: Your patient demographics  
Number of patient responses by category, your mean percentage scores and benchmarks by practice list size (10001-12000 patients)

	Number of responses	Your mean score (%)	Benchmark data (%)*					
			National mean score (%)	Minimum	Lower Quartile	Median	Upper Quartile	Maximum
<b>Age</b>								
Under 25	31	64	70	42	66	70	75	91
25 - 59	134	66	70	35	67	70	74	87
60 +	77	70	73	24	70	73	76	87
Blank	19	57	69	50	63	69	74	86
<b>Gender</b>								
Female	142	67	71	32	67	71	74	87
Male	95	69	73	45	69	73	77	88
Blank	24	55	69	49	65	69	74	89
<b>Visit usual practitioner</b>								
Yes	137	69	74	35	71	74	77	89
No	89	66	68	35	64	68	72	84
Blank	35	56	70	53	65	70	73	83
<b>Years attending</b>								
< 5 years	46	66	72	28	68	72	76	88
5 - 10 years	62	66	71	40	67	71	75	91
> 10 years	128	68	72	48	69	72	75	86
Blank	25	60	69	49	65	69	73	85

\*Based on data from 103 practices carrying out 153 surveys between April 2010 and March 2013 with 25 or more responses. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Please note the reliability of your patient feedback may be marginally reduced if less than 25 patient ratings per category is achieved. In the event that there are less than 5 patient responses for any question, the corresponding score will not be illustrated. Please see the supporting documents at the end of this report for percentage score calculation and quartile information.

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## Your patient feedback

Table 5: Your current and previous mean percentage scores\*

	Current scores	07/02/2013	07/01/2009	07/11/2007
Q1 Opening hours satisfaction	64	62	57	52
Q2 Telephone access	49	44	37	42
Q3 Appointment satisfaction	66	65	58	58
Q4 See practitioner within 48hrs	64	59	58	56
Q5 See practitioner of choice	53	49	46	45
Q6 Speak to practitioner on phone	56	45	41	40
Q7 Comfort of waiting room	58	65	54	55
Q8 Waiting time	52	52	46	48
Q9 Satisfaction with visit	73	75	74	72
Q10 Warmth of greeting	73	77	75	74
Q11 Ability to listen	72	78	76	76
Q12 Explanations	73	77	76	74
Q13 Reassurance	71	76	74	72
Q14 Confidence in ability	73	79	78	75
Q15 Express concerns/fears	71	76	75	74
Q16 Respect shown	75	80	79	77
Q17 Time for visit	72	76	68	68
Q18 Consideration	70	75	73	72
Q19 Concern for patient	72	74	73	72
Q20 Self care	69	74	--	--
Q21 Recommendation	73	76	75	74
Q22 Reception staff	73	73	70	70
Q23 Respect for privacy/confidentiality	71	69	67	66
Q24 Information of services	68	66	63	64
Q25 Complaints/compliments	62	60	56	54
Q26 Illness prevention	63	62	61	60
Q27 Reminder systems	63	61	58	57
Q28 Second opinion / comp medicine	64	62	60	58
Overall score	67	68	64	63

-- no data available, question introduced in October 2009.

\*Dates in the table relate to date of application to carry out the survey.

## Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

## Any comments about how this practice could improve its service?

- Don't like being in a queue at 8am for same day appointment, but have no choice if want to be seen that day.
- Your published phone number is chargeable at premium rates and is against NHS policy. Please publish a local number.
- Better phone system cannot get through on the land line.
- The check in screen should be at the entrance door at the back of the waiting room not at the front where it feels as if 'all eyes are watching you'.
- Allow local calls which get answered - rather than giving a number which is always engaged. Be open during working time every day to collect prescriptions. Promote preventative screening and testing - such as well women checks, bowel cancer checks etc.
- Ensure that reception staff provide full information to patients regarding timescales and expectations as well as fully explaining procedures when contacted about certificates, test results etc.
- Improve telephone system, should not state cannot take your call then hang up, should just go into a queue, have more appointments available and should be able to book an appointment in a few days in advance not just available on the day. Have more evening appointments, people do actually work!
- Warm waiting room.
- Charlston waiting room cold and uninviting. Nursing staff excellent, one especially.
- Nothing - thank you.
- No, carry on doing what you are doing - brilliant.
- Very hard working staff under difficult circumstances.
- None I am very happy with the service I get.
- By opening every day and all day.
- To have more 'on request' appointments available instead of 'same day' bookings. To be able to request double appointments, so you don't feel rushed when you have several concerns.
- A washable floor not carpet would be healthier.
- Telephone system could be improved.
- None - keep up the good work!
- More book in advance appointments please.
- It is good to see the practice also offering a local STD 01924 number as well as the 084 number. I'm sure others appreciate this also. Thank you.
- The 0844 telephone service is a bugbear.
- By having more appointments to book in advance - if you have complex medical problems it is extremely difficult to arrange an appointment with your regular GP. Taking appointments with GP who have no idea of your condition and treatment is a waste of both the GP's time and the patients.
- Telephone system could be improved.
- It is a very friendly practice - professional but not too stuffy!
- I am 17 years of age and cannot ring 08 number and the 01924 number is always busy so I think that should be improved.
- As a 'healthy' patient on the whole, many of the questions are not applicable to me. I find the answers which came up on the computer heart and vascular disease health check were not ones I gave and so the score was, I assume, not correct. I shall discuss this with my doctor.

## Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

## Any comments about how this practice could improve its service?

- I have the contraceptive injection and ring for an appointment two weeks before it's due and always have to come during my work hours as no others are available.
- Could not see GP wanted to see.
- No touch screen - very bad for spreading germs. Touch screen very open - no privacy. Appointments always running late!
- Better touch screen for booking yourself in for your appointment.
- I feel the practice works to a higher level than could be expected and I feel very lucky for my family and myself that we have access to the Crofton surgery.
- Very happy with overall service.
- It would be nice to have more feet checks instead of 3 monthly visits to the podiatry service for diabetics.
- Patient registration does not always work and cause unable to be seen.
- It suits me fine.
- Provide magazines for adults and toys for children. Pre-bookable appointments for during in the day instead of just early mornings or late evenings. The booking in touch screen needs to be pressed hard so is difficult to use. To be able to talk to a doctor or nurse for medical advice over the phone.
- Not ask personal questions about what you are ringing for and why you need an appointment. Reception staff should just give appointment.
- Think more about the people that are in full time work, when it comes to appointments.
- Telephone service is difficult to get through to make an appointment could be waiting long periods of time then no appointments available. Appears quicker to walk around to make appointment when this is not always an option.
- I find all the staff in Crofton health centre fantastic.
- More pre-bookable appointments.
- The doctor was a bit abrupt today.
- Change the direct number for appointments I have tried on several occasions for an appointment however due to work commitments was unable to get one until today. I rang at 8.00 this morning but went to answering machine directly redialled to find I was 6th on list and on wait for nearly 15 minutes.
- When ringing for an appointment don't really want to tell a receptionist what is wrong.
- Open on a Saturday morning?
- I have no comments which could possibly improve the overall excellence of this practice.
- No it's good now.
- Very friendly.
- Very happy.
- Appointment screen never works. Be more attentive rather than dealing with admin which could be done when patient not waiting as time it takes to deal with patient is no difference.
- Change the notice boards more often, replace or water the dying plants.
- The telephone system could be much improved.
- All very good!
- We are very lucky to have a practice so good.

## Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

### Any comments about how this practice could improve its service?

- Excellent every time!
- Keep up the excellent work, you provide a super service.
- Practice uses expensive 0844 number. Normal 01924 number never rings (always engaged) and you can be 10 plus in queue. Work shifts and can never book appointment days in advance. Always told they need to be booked on day by reception.
- The main object is to get to see a nurse/doctor when you need to, and that objective is always met very promptly. I have never been unable to see one on the same day even if it has meant sit and wait. Excellent.
- Not getting appointments in advance.

## Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

## Any comments about how the doctor/nurse could improve?

- I feel the practice is run for doctors first patient second.
- Again they need to be more proactive on preventative health rather than just treatment.
- The doctor spoke down their nose to me on my last visit and has put me off wanting to come to doctors.
- Have more available doctors and not just one on at a time.
- None. I see an excellent doctor, who is very caring. The nurses I see are all excellent.
- Sharlston are brilliant but Crofton receptionists are less warm and friendly.
- Continuous professional training is always needed.
- The doctor was excellent.
- Cannot fault doctors, nurses or administrative staff.
- GP's and nurses at the practice give an excellent level of service.
- Doctor was excellent.
- For them to listen more to what people say. They need to listen!
- The nurse refused to tell me my blood pressure when I asked them.
- I noticed you have several leaflets regarding health - I do not visit the surgery very often - but have never seen any leaflets about drugs - who to contact - where to go etc - I have a child with a drug problem and now they are getting help. This could help people who do not ask for help with Turning Point. Thank you.
- Have Saturday morning opening instead of having to go to walk-in-centre if you are ill.
- No complaints whatsoever.
- Doctors are all excellent.
- The treatment and care I have received in all the years I have been attending this practice has been nothing short of excellent. I too feel privileged to be a patient at this practice when I read of appalling experiences in other parts of the country.
- No it's good now.
- Most of my experiences have been positive.
- No, my last 2 visits (1 doctor and 1 practice nurse) were excellent.
- Very happy with consultation.
- Excellent - especially one doctor and nurse.
- None, you are all superb at your job.
- See the same one (continuity of care) be offered appointments with same doctor/given choice.
- They were a bit rude and curt and not very helpful (again).

Supporting documents

## Supporting documents

### Details of score calculation

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Example using data from your Q1 Opening hours satisfaction

Total number of patients responses = 261

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Number of ratings	4	31	87	96	43	0

Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{Total number of patient responses} - \text{number of blank/spoilt})} = \frac{(4 \times 0) + (31 \times 25) + (87 \times 50) + (96 \times 75) + (43 \times 100)}{(261 - 0)} = 16,625/261$$

Your mean percentage score for Q1 = 64%

### Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

- Lower quartile, below which lies the lowest 25% of the data
- The median, cuts the data set in half
- Upper quartile, above which lies the top 25% of the data

Please note that the benchmarks presented in this report are based on data obtained from a volunteer sample of practices, and as such may be artificially high.

Question	Your mean score (%)
Q1 Opening hours satisfaction	64

Benchmark data (%)*				
Min	Lower quartile	Median	Upper quartile	Max
23	64	68	73	92

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\*Based on data from 927 practices carrying out 1,326 surveys between April 2010 and March 2013 with 25 or more responses.



## Supporting documents

Page by page guide to the interpretation of your report

### Page 1

The frequency distribution table (table 1) shows the number of patient ratings from poor to excellent and the number of 'blank/spoilt' responses for every question (a blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or if the questionnaire was defaced). If these values are added up, for any one question, this will equate to the total number of patients surveyed (shown in the top right hand corner of the page). This table clearly shows the degree of satisfaction patients have with each aspect of the practice considered. Please note the spread of the ratings. Are they widely spread or closely packed around one or two specific ratings? One or two higher or lower ratings can make a big difference to your mean percentage scores illustrated in tables 2 and 3.

### Page 2

The mean percentage score and benchmark table (table 2) illustrates your mean percentage scores for each question calculated from the data in table 1. Each score is the mean (average) score calculated from valid patient ratings (i.e. not the blank/spoilt responses) expressed as a percentage (see score calculation sheet also in the supporting document section of your report). It has been established by our statisticians that the reliability of your patient feedback for any one question may be marginally reduced if less than 25 valid patient responses is achieved (this number can be determined from table 1). In the event that there are less than 5 patient responses, the corresponding score for the question will not be illustrated.

Your scores have been displayed in colour coded boxes to indicate how your score falls within the benchmark data (within the highest 25%, the middle 50% or the lowest 25% of all the mean percentage scores achieved by all practices in the benchmark sample). The provenance of the benchmark data is provided in the footer below the table.

Graph 1 illustrates your mean percentage scores in ascending order of performance with benchmark means from all participating practices.

### Page 3

Table 3 and graph 2 are the same as for page 2, but with benchmarks provided relevant to your practice list size. Evidence indicates that practices with smaller list sizes tend to perform better than those with larger list sizes.

### Page 4

Table 4 shows the number of patient responses from each 'demographic' group detailed on the questionnaire i.e. age, gender, if the patient saw their usual practitioner or not and the number of years attending the practice. Demographic category mean percentage scores are calculated from all the ratings from all questions for that demographic group. Associated benchmark mean scores relevant to your practice list size are also provided.

The same criteria concerning reliability of the feedback as explained in Page 2 above applies.

### Page 5

Table 5 lists your current scores for each question together with scores from your last 3 surveys (if applicable) for comparison.

### Page 6

Patient comments usually reflect scores achieved. The IPQ was designed to simulate the patient's chronological journey through their visit to the practice. Although the questions in the IPQ are generic, comments can pinpoint specific issues identified by the patient from any part of this journey. If there is a particular problem within the practice e.g. getting through in the morning on the telephone or the lack of chairs in the waiting room suitable for the elderly, this can be clearly picked up in the themes and frequency of comments.

In order to ensure patient anonymity, any personal identifiers are removed. In the unlikely event that we receive a written comment which might relate to serious professional misconduct (e.g. allegations of sexual assault), the comment would be referred to our Clinical Associate who would discuss the matter with you.

# Improving Practice Questionnaire



OFFICE USE ONLY	Org ID
	Survey ID
	Practitioner ID

## You can help this general practice improve its service

- This practice would welcome your honest feedback
- Please read and complete this survey after you have seen the
- All the information provided by patients is put together in a report for the practice. Your answers will not be identifiable. Any comments you make will be included but all attempts will be made to remove information that could identify you.
- Once completed, please return this survey to reception in the envelope provided

Please mark the box like this  with a blue or black ball-point pen. If you change your mind just cross out your old response and make your new choice.

**When giving your feedback, please only consider the consultation you have had today.**

### About the practice

	Poor	Fair	Good	Very good	Excellent
1 Your level of satisfaction with the practice's opening hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Ease of contacting the practice on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Satisfaction with the day and time arranged for your appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 Chances of seeing a doctor/nurse within 48 hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 Chances of seeing a doctor/nurse of <u>your</u> choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Opportunity of speaking to a doctor/nurse on the telephone when necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Comfort level of waiting room (e.g. chairs, magazines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 Length of time waiting in the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the doctor/nurse (*whom you have just seen*)

	Poor	Fair	Good	Very good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting to me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The doctor/nurse's explanations of things to me were	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 The extent to which I felt reassured by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in this doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse gave me to express my concerns or fears was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 The respect shown to me by this doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me for this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶



### About the doctor/nurse (continued....)

		Poor	Fair	Good	Very good	Excellent
18	This doctor/nurse's consideration of my personal situation in deciding a treatment or advising me was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	The doctor/nurse's concern for me as a person on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	The extent to which the doctor/nurse helped me to take care of myself was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	The recommendation I would give to my friends about this doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### About the staff

		Poor	Fair	Good	Very good	Excellent
22	The manner in which you were treated by the reception staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Respect shown for your privacy and confidentiality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Information provided by the practice about its service (e.g. repeat prescriptions, test results, cost of private certificates etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Finally

		Poor	Fair	Good	Very good	Excellent
25	The opportunity for making compliments or complaints to this practice about its service and quality of care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	The information provided by this practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	The availability and administration of reminder systems for ongoing health checks is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	The practice's respect of your right to seek a second opinion or complementary medicine was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any comments about how this **practice** could improve its service?

Any comments about how the doctor/nurse could improve?

The following questions provide us only with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

<p>How old are you in years?</p> <p><input type="checkbox"/> Under 25</p> <p><input type="checkbox"/> 25-59</p> <p><input type="checkbox"/> 60+</p>	<p>Are you:</p> <p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Male</p>	<p>Was this visit with your usual clinician?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	<p>How many years have you been attending this practice?</p> <p><input type="checkbox"/> Less than 5 years</p> <p><input type="checkbox"/> 5-10 years</p> <p><input type="checkbox"/> More than 10 years</p>
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**Thank you for your time and assistance**

# *Certificate of Completion*

This is to certify that

**Crofton & Sharlston Medical Practice**

Slack Lane  
Crofton  
WAKEFIELD  
WF4 1HJ

**Practice List Size: 10050**

**Surveys Completed: 261**

has completed the

## Improving Practice Questionnaire

Completed on 19 February 2014



**Michael Greco**  
Director



Thank you to all patients who participated in this survey.  
By letting the practice know your views, positive changes can be made for the benefit of all patients.